ABSTRACT

The invention concerns method and system for pre-processing entries in a directory listings. An automated attendant or automated directory listings assistant may use the pre-processed entries. A first directory listings including one or more fields may be received. The one or more fields may be populated with entries including one or more symbol strings. A second directory listings including one or more fields may be received. The one or more fields of the second directory listings may be populated with entries including one or symbol strings. Entries in the one or more fields of the first directory listings may be correlated with entries in the corresponding one or more fields of the second directory listings. Entries, in the one or more fields of the first directory listings, which do not correlate with entries in the corresponding one or more fields of the second directory listings may be identified. The identified entries may be processed using a rule set corresponding to the field in which the entry is located. Based on the rule set, a corresponding confidence level for the processed entries may be determined. The processed entries having the corresponding confidence level meeting or exceeding a threshold may be automatically modified. The automatically modified entries may be outputted for processing. In alternative embodiments of the present invention, the processed entries having the corresponding confidence level below the threshold may be marked for operator confirmation.